

Scenario 2: Online Portfolio Management

In this scenario, that assumes the target state of Scenario 1 as the new baseline, customers gain direct access to their insurance portfolios through the web. This reduces the number of customer interactions with the front-office by enabling customers to:

- Securely purchase, renew, or modify their homeowner's, travel, auto, or legal expense insurance online consistent with the rules that ArchiSurance uses to conduct its business
- Receive help with their online transactions by:
 - Searching a knowledge base for answers
 - Initiating a chat session with a Customer Service Representative (CSR)
 - Using a web form to compose and submit an email that will be answered by a CSR
 - Using a web form to request a phone call from a CSR
- Access information and special offers from ArchiSurance partners that are tailored to their needs, such as banking and financial planning services, investments, credit cards, and other types of insurance

For this scenario, there are no models available yet. The Open Group encourages its members to contribute to future versions of this Case Study. Contributors may extend or add detail to the two scenarios presented here, or they may create new scenarios. In order to foster a coherent body of work, however, the baseline architectures for new change scenarios should be either the baselines or targets of the change scenarios presented here.